

Excellent individual and team based model. Quick to implement, easy to understand, providing significant insight for my team.

*C. Jackson. Deputy Director. Institute of Social Science Research. University of Qld.*

# Solution - Centred Teams

*Leveraging Clarity, Creativity and Collaboration  
for Exceptional Results.*



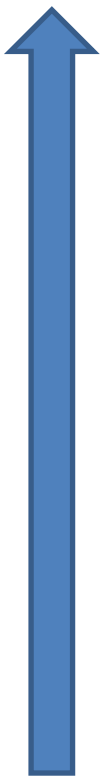
*With  
Dr. Irena Yashin-Shaw*

# SOLUTION-CENTRED TEAMS

Organisations today are desperately seeking teams that can solve challenges more creatively and collaboratively, that avoid default solutions and deliver better outcomes - faster. Organisations NEED to develop and better utilise the creativity, expertise and talent of their people if they want to achieve their organisational goals in the *Innovation Age*.

**Do you want teams who can:**

- Come to you with SOLUTIONS rather than problems?
- Function more cohesively by understanding and capitalising on their mix of creative problem-solving styles?
- Identify skill gaps so they can address them to increase productivity?
- Confidently collaborate and problem-solve together?
- Use creative thinking tools to boost performance and innovation?
- Harness their inherent creative talent to produce more innovative outcomes?
- Perform at the highest levels by proactively seeking and delivering fresh thinking and better solutions?

	Level	Contribution	Impact	Value
<b>Active</b>	<b>Solution Centred</b>	Proactively and regularly using models and tools e.g. StrateGEE® to scaffold collaboration, mental agility, problem-solving and adaptive thinking to deliver exceptional outcomes.	X7	
	<b>Engaged</b>	Actively looking for fresh ideas to apply to workplace challenges. Able to use tools e.g. StrateGEE® to improve thinking & decision making.	X4	
<b>Inflection Point</b>	<b>Interested</b>	Aware that the organisation needs fresh thinking so prepared to consider alternative ideas.	X2	
<b>Passive</b>	<b>Stagnant</b>	Entrenched in default thinking and relying on existing procedures and practices for addressing workplace problems.	X1	
	<b>Resistant</b>	Actively disengaged and intentionally undermining attempts to generate and/or introduce new ideas.	x-1	

## You will love this program if you have ever:

- Participated in a failed or frustrating brainstorming session dreaming you were somewhere else.
- Been frustrated by the amount of time and effort wasted in unproductive meetings that don't deliver outcomes.
- Longed to break out of the 'same old.....same old' approaches to solving increasingly complex workplace problems.
- Wanted to understand the creative problem-solving process and become confident using it.
- Wondered what planet your co-workers live on because their thinking style and approach to solving problems is so different to yours.
- Felt like the 'deer caught in the headlights' when you've been asked to come up with an 'innovative solution' to a workplace challenge.
- Thought that you and your team were capable of so much more creativity if only you had some useful tools to help you tap into it.
- Aspired to go from WOW to KAPOW with your and your team's organisational impact.
- Wanted to harness the creative talent that resides within your team/teams to produce more innovative outcomes.
- Wanted your team to work together more collaboratively.
- Wanted to have more FUN at work while getting better team outcomes.

***"Access to talented and creative people is to modern workplaces what access to coal and iron ore was to steel-making."** Richard Florida. Author of "Rise of the Creative Class".*

**When working with organisations, I find that the following factors commonly prevent teams from reaching their full potential.**

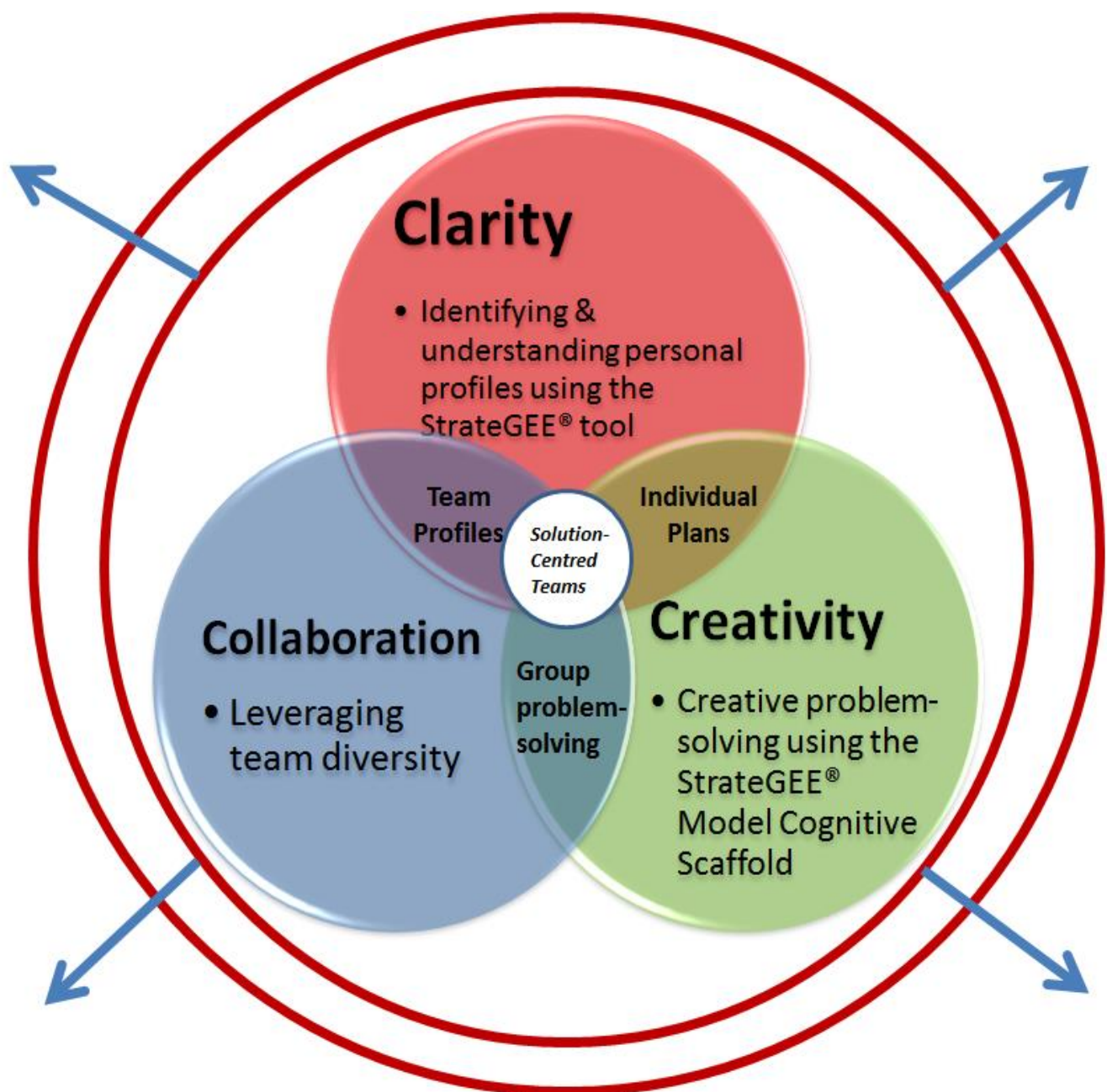
1. A lack of insight into how people solve problems – both individually and collaboratively.
2. Team members do not understand their individual problem-solving preferences and how this impacts on their thinking and decision making.
3. Inability to use cognitive tools both individually and collaboratively that can significantly augment the quality of thinking and outcomes.
4. Teams do not know their collective problem-solving profiles and how this influences their capacity to deliver better solutions.
5. Teams are not leveraging their diversity through effective collaboration.

**The *Solution-Centred Teams Program* solves these problems in the following ways:**

1. Identifying people's creative problem-solving approaches using the latest simple but powerful psychometric tool called StrateGEE®.
2. Producing an effective development plan for augmenting and boosting thinking, problem-solving and decision making.
3. Inducting people into the use of an effective and elegant creative problem-solving methodology which can be used individually as well as in teams.
4. Giving teams insight into their collective strengths and gaps to facilitate greater cohesion and collaboration.
5. Enabling teams to capitalise on their diversity to enable more effective collaboration.

The *Solution-Centred Teams Program* is a comprehensive package of education, on-line resources, psychometric assessment, tools and practical application. It is based on cutting edge content and original research from Dr Irena's areas of expertise in cognition and complex, creative problem-solving.





The 4-6 week ***Solution-Centred Teams Program*** brings clarity, creativity and collaboration to team performance to deliver exceptional outcomes.

## Program Components

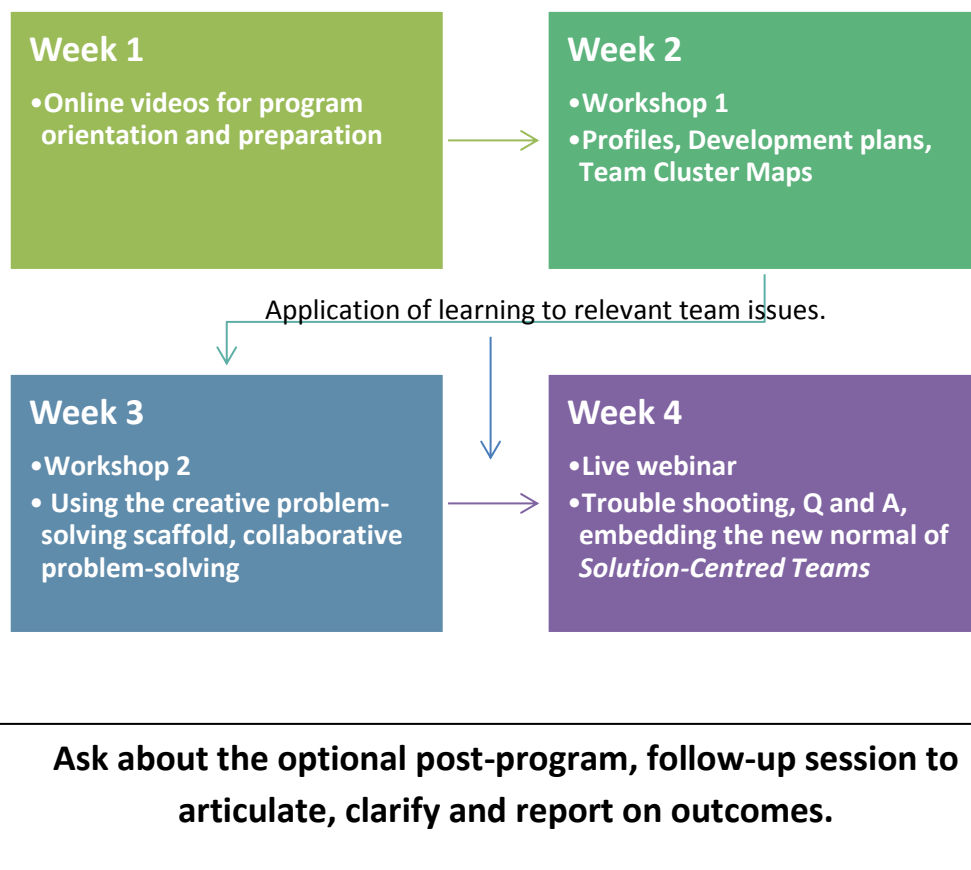
Component	Tool	Description
<b>Clarity</b>	<b>StrateGEE®</b> Psychometric test and report for individual team members.	<ul style="list-style-type: none"> <li>Team members complete a 36 item questionnaire which reveals their creative problem-solving preferences.</li> <li>Individual scores are mapped onto a grid for easy reference and analysis. The accompanying report provides each person with insights into how their preferences influence their decision making and behaviour.</li> </ul>
<b>Creativity</b>	Individual Development Program. <b>StrateGEE®</b> as a cognitive scaffold.	<ul style="list-style-type: none"> <li>Team members create an individual development plan using the templates provided with the guidance of Dr. Irena.</li> <li>They are also taught to use a powerful creative problem-solving scaffold to develop mental agility and prompt different kinds of thinking for deep problem-solving.</li> </ul>
<b>Collaboration</b>	Team Cluster Maps. <b>StrateGEE®</b> for collaborative problem-solving.	<ul style="list-style-type: none"> <li>Teams collectively plot their profiles to create a team cluster map to identify their strengths as well as the gaps and how to address these. This knowledge can be used to facilitate higher levels of team productivity.</li> <li>They also learn how to collaboratively use the cognitive scaffold for more effective group problem-solving.</li> </ul>

## Program Inclusions

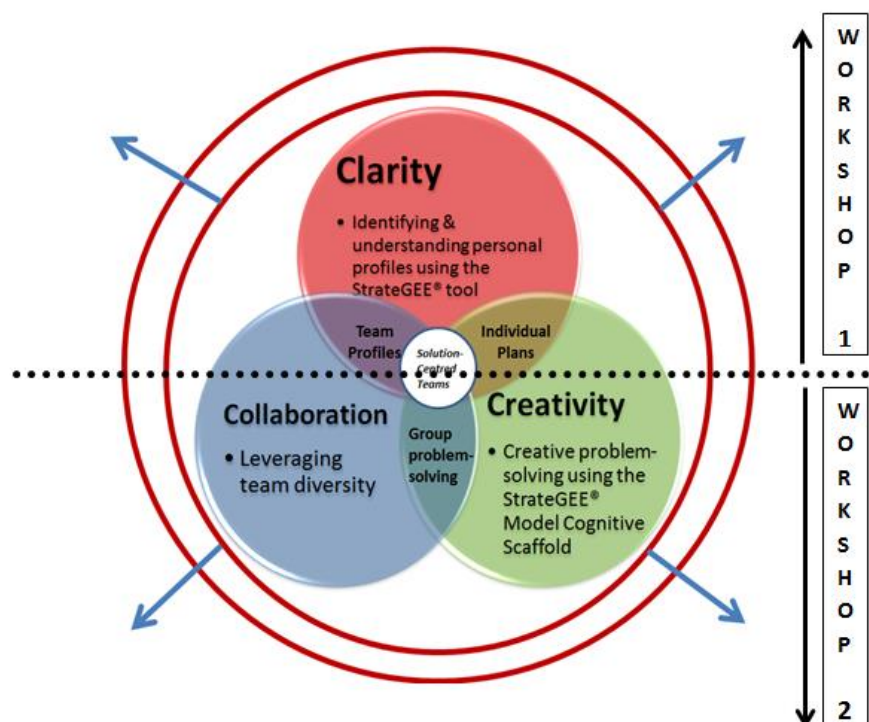
- Orientation video
- Two face-to-face half day training sessions (3 hrs) with Dr. Irena
- One live webinar (60 mins)
- Psychometric test and report
- Downloadable comprehensive program handbook
- Creativity eBook "Creative Thinking: Key to 21<sup>st</sup> Century success"
- Problem-solving scaffold and methodology
- On-line orientation and support videos
- 21 day email series *Top-of-Mind Tips for Solution-Centred Teams*

## Program Flow Chart

The key activities in the program are spaced over the course of a month to give participants the opportunity to apply and practice their new-found insights, creativity and collaboration skills. Teams identify particular group challenges that would benefit from collaborative, creative problem-solving and use these as the context for implementing the learning from the program.



## What We Learn in the Workshops



Prior to first workshop participants watch the on-line orientation and preparation video.

### Workshop 1

#### Psychometric profiles for insight and collaboration

This workshop uses the StrateGEE® model as a psychometric tool for the purposes of clarifying each team member's natural style and how this impacts team functioning. This is what happens.

- Team members do the questionnaire to discover their creative problem-solving style.
- Activities to more deeply understand their individual approaches to problem-solving and how this influences their interactions and decision making.
- Each team member creates an *Individual Development Plan* for developing and capitalising on their natural problem-solving dispositions.
- Team collectively plots their team results to create a *Cluster Map* to identify team constituency.
- Team identifies ways to leverage diversity, address gaps and collaborate more effectively.

### Workshop 2

#### Problem-solving skills for innovative solutions

This workshop teaches the use of the StrateGEE® model as a Cognitive 'Meta-tool' which supports and improves creative problem-solving. This is what happens.

- Team members learn about the process of complex problem-solving for creative outcomes and how to transcend restrictive mental models that deliver default thinking and inferior solutions.
- They learn and practice the steps for applying the various components of the model to authentic problems.
- Collaboratively work on a real problem to gain confidence in the use of the tool.
- Identify ways of integrating elements of the model into regular team meeting to become genuinely solution-centred teams.

Final live Q & A via webinar to clarify and address issues arising during application of the program.



## Train your leaders to deliver the program!

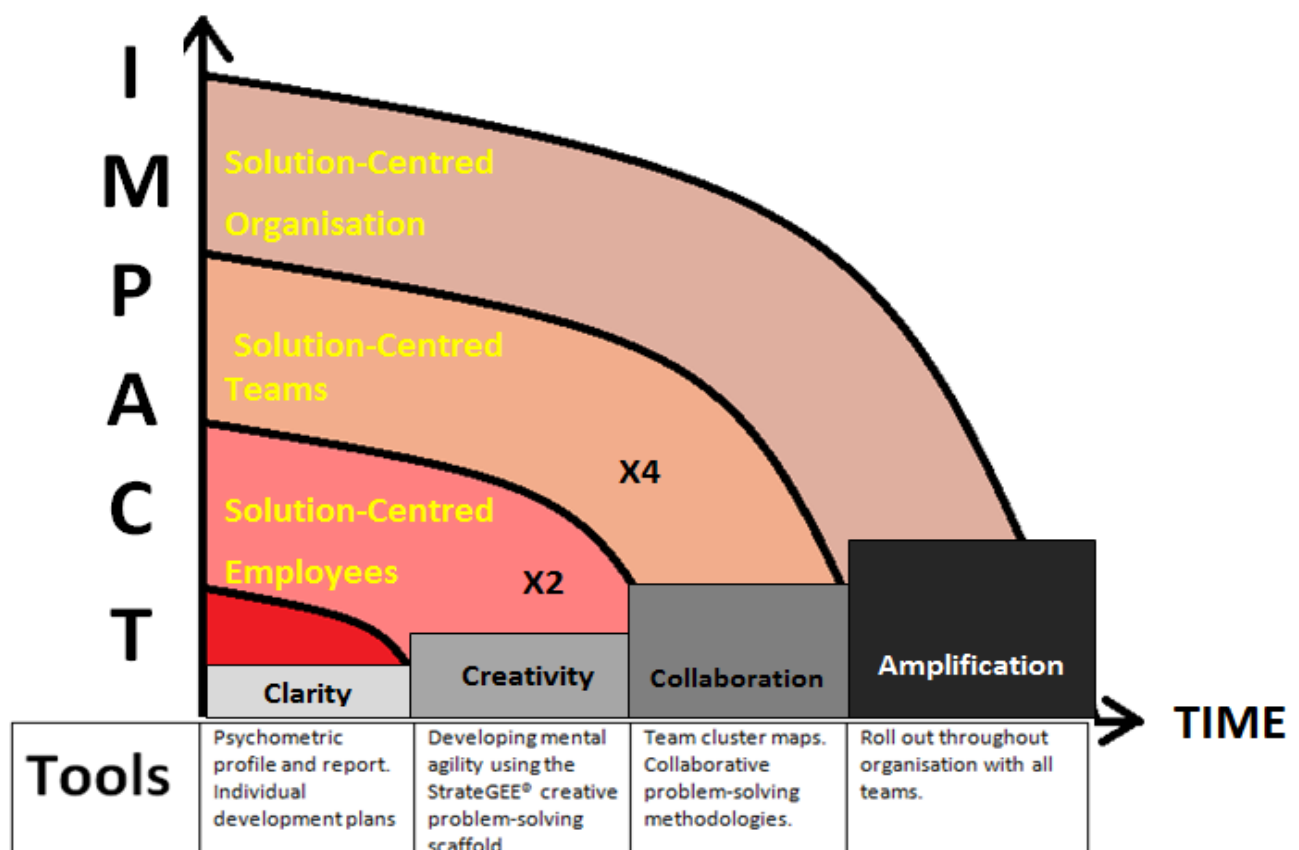
There are different ways of engaging with this program.

1. I can **personally deliver** it for your teams
2. I can **train your leaders** so that they can implement the program with their teams. If you have a number of teams that would benefit from participating, then this will be a more cost effective approach. It also has the added advantage of providing additional development for your team leaders.

The leaders training package includes **an additional suite of supporting on-line resources** to assist, support and empower leaders in the process of implementing the program with their teams. These include:

- Training videos
- Reproducible resources and templates
- PowerPoint slides with scripts for leaders to use with teams.

An organisation where all teams are leveraging their inherent talents will **amplify** their success.



## Testimonials

### Here's what people are saying about the Solution-Centred Teams Program.

"The **StrateGEE**<sup>®</sup> psychometric tool was an excellent individual and team based assessment model. It was quick to implement, easy to understand and has provided significant insight for my team, not only as individuals, but also in identifying team gaps and areas for development. In only one hour I knew individual and our team's creative problem-solving preferences. Within two hours the team was looking at strategies to develop into areas they are less comfortable in. These developments were incorporated into their individual performance appraisals and will be recalled when forming project teams." *C. Jackson. Deputy Director. Institute of Social Science Research. University of Queensland.*

"Irena's program was exceptional! I felt motivated and inspired and my dormant creativity jumped to attention. You have an amazing delivery that is inclusive, informative, consultative and challenging." *A. Walker. Dispute Resolution Centre. Cairns*

"The **StrateGEE**<sup>®</sup> tool is easy to apply and not intimidating. Leaders can easily understand it and relate it to their teams." *Danielle Anderson. Executive Director. DSITI.*

"One of the key wisdoms from the Ancient Greeks is to 'know thyself'. To truly know yourself and identify your strengths and weaknesses is incredibly powerful. The **StrateGEE**<sup>®</sup> model does just that. It is a simple and structured method that brings self-awareness about the type of 'creative problem-solver' you are and what traits typically represent you. Most importantly, it is adaptive and doesn't 'pigeon-hole' you, but rather gives insight into how you can evolve your thinking. It then goes a step further to help you develop and capitalize on that. With this important knowledge, you can get the best out of your team, your peers and yourself." *S. Duke, Senior Manager Sustainability. North Queensland Bulk Port Corporation.*

"Irena's **StrateGEE**<sup>®</sup> model taps into a variety of fundamental creative problem-solving skills and synthesises them into a powerful tool to access new ideas about old problems." *M. Delebet, Manager, OSD Pipelines.*

“Irena’s program has provided increased knowledge for our team, built their skill and also their confidence to challenge their perceptions and change their behaviour. She has an ability to relate to and engage with everyone in the group when presenting, bringing in everyone’s contribution. I am already seeing great results in altered thinking, and application of the learnings. Thankyou Irena for your contribution in helping our leadership team master collaboration for dynamic business outcomes.”

*Sandra Gillanders. CEO. Hy-Performance Fluid Power Pty Ltd.*

“**StrateGEE**<sup>®</sup> is a very useful tool to help facilitate the development of high performing teams.” *R. Gibb. Account Manager. DSITI.*

“Being able to think outside the square and to bring innovative perspectives to challenges can make the difference between average performance and admired success! Irena conveyed complex information in an accessible and understandable way, providing participants with an array of creative-problem-solving tools. My staff who would not normally have seen themselves as being creative now feel empowered and able to do so. Thank you Irena.” *J. Slattery. Manager. Redland City Council.*

“I love the concept of a simple, no frills, easy-to-use tool that helps me understand the rest of the world. Now I know to allow space for others to offer ideas and how to encourage others to follow my lead without overpowering them.” *P. Burgmann. Project Manager. DSITI.*

“I have done a lot of programs in my career and have found this to be one of the most useful. Irena’s training was snappy and well run. And the tool is easy to use and implement in the business.” *Sarah Vandersee. Director Advisory Services. QSS. DSITI.*

# Dr Irena Yashin-Shaw

PhD, MEd, BA, ATCL, DIP Teach, FAIM, CSP

*Director Innovation Edge*



Irena aspires to be the archetypical polymath. She started her career as a high school Maths and Science teacher but spent much of her time teaching Art, English and French. She is also a speech and drama teacher with qualifications from Trinity College London. Her BA majors were in Russian language and Art History.

Her love of learning and teaching led her to do a Master of Education at Griffith University followed by a PhD in creative problem-solving, - specifically how people develop expertise in solving complex, ill-defined problems creatively.

While at Griffith University she worked on a number of strategic improvement projects, lectured in the education faculty and was research fellow at the *Centre for Learning and Work Research*. Irena left academia in 2005 to start her own speaking and consulting business.

Despite her diverse interests, the fundamental unifying factor in her professional life has been a deep commitment to education and life-long learning. Her high level skills in this field means that she creates transformative learning experiences for the participants in her programs.




She now works predominantly in the Queensland state public sector helping to create innovative workplaces filled with inspired, creative people. Her long standing collaboration with the BIIG (Business Innovation and Improvement in Government) Network has enabled her to work across agencies throughout the state helping to make the Queensland government the most innovative public sector in Australia.

Innovation Edge is a consultancy that specialises in creating innovative, high-performing workplaces and creative, inspiring leaders.





Our services include:

- Training and education – face-to-face and on-line
- Keynote speaking for conferences and events
- Coaching and mentoring
- Consulting

**Contact us today for more information!**

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